



# This QuickBooks Solution Provider is making moves

## About the company

Complete Business Group (CBG) is a QuickBooks® Solution Provider (QSP) that helps small businesses purchase the right QuickBooks solutions and provides ongoing support for QuickBooks users, servicing more than 700 QuickBooks ProAdvisors. CBG has received numerous awards over the years, being named Intuit QSP Partner of the Year, while both CEO Carrie Kahn and partner Dan DeLong have been honored multiple times as Top 100 ProAdvisors.

## No Intuit Online Payroll? No problem.

CBG was using QuickBooks Assisted Payroll service for about 10 years. CBG prides itself in recommending products and services that they would use themselves. The guiding principle was that CBG wanted to be intimately familiar with the products and services that we would recommend and what better way to do that than to use the very same product that they themselves would use. When it came to payroll, knowing what the service would and wouldn't do allowed us to be confident in our recommendations.

As other business needs became more complex around payroll, it was becoming apparent that we would need to look for another option not just to recommend, but something that we would use ourselves. The trigger event that made us look for an alternative was the discontinuation of the stand-alone Intuit Online Payroll offering. We liked this as an option because regardless of which version of QuickBooks the company was using, they could utilize a payroll service that would integrate with either. When this service went away, we began looking for a replacement.

## Quick Facts



**Carrie Kahn**  
Founder & CEO



**Dan DeLong**  
Partner

Name	Complete Business Group
Industry	Accounting
Established	2010
Headquarters	Hardeeville, SC
Website	<a href="https://www.CompleteBusinessGroup.com">CompleteBusinessGroup.com</a>



**Business challenge:** A growing client base with more complex business needs combined with changes to Intuit's payroll platform led CBG to seek out a new payroll & HR solutions provider who met their high standards for service quality.



**How ADP helped:** Dedicated, ongoing support through the client onboarding process and access to a complete set of payroll, HR and benefits solutions that integrates with QuickBooks.

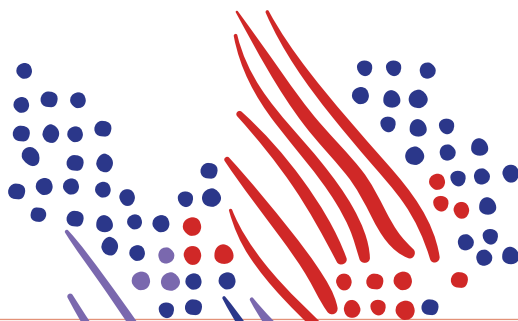


## A seamless transition

Once CBG made the transition to RUN Powered by ADP®, it became a lot easier to recommend ADP® to our direct clients and ProAdvisor partners now that we can speak to the transition process. One of the immediate improvements we noticed was the ADP Mobile app. Employees have remarked how easy it has been to set up and use compared to what we were using with Intuit. ProAdvisors also love having their ADP clients in one place with Accountant Connect<sup>SM</sup> and the wealth of resources that are available there make it a payroll “one-stop shop”.

Working with our dedicated ADP sales rep Kaitlyn has been a dream. At first, I was nervous about the change, but she made it as easy as she could helping every step of the way through the onboarding process. We love working with ADP because we get the support we need, we are connected to an array of product offerings that our customers need and we are rewarded for the time we invest in referring ADP solutions to our small business clients and ProAdvisor partners.

Learn more about working with ADP at [adp.com/accountant](https://adp.com/accountant)

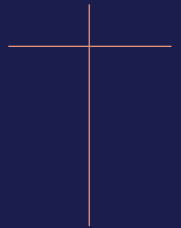


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